

FY18 Central Services Annual Report

Administration

City Manager's Office

Facility Management

Finance

Human Resources

Information Services

Municipal Court

Risk Services



Mission, Vision and Values



Mission

We apply our professional expertise and leadership to collaborate with City departments, external partners and the public to provide efficient, effective and fiscally responsible services to the community.

Vision

- Developing respectful, effective working relationships.
- Aligning resources and services with City Council goals.
- Upholding City policies, operating principles and best practices.
- Communicating openly with other departments, external agencies and the public.
- Leading in our respective disciplines and keeping current with new developments.
- Being forward-thinking in our use of technology.
- Looking for ways to improve our processes and considering the long-term effects of today's decisions.
- Exceeding expectations and actively seeking feedback from our customers.
- Promoting the support and services provided by our department.

Values

Excellence

- We are proactive, flexible, innovating and efficient in our service delivery.
- We are responsive to the needs of our customers and follow through on our commitments.

Ethics

- We are honest, have integrity and act in good faith in all dealings and transactions.

Stewardship

- We are responsible stewards of the City's human, physical, financial, environmental and technological resources.
- We are strategic in using the principles of the Triple Bottom Line (social equity, environmental health, economic prosperity) in our decision-making processes.

Safe and Respectful Work Environment

- We are inclusive and value diversity, equity and human rights.
- We value a workplace free from harassment and discrimination.
- We work as a team and respect each person's unique abilities, talents and contributions.
- We create a safe and healthy environment for our employees and customers.

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Welcome from Central Services Director

Each fiscal year Central Services is presented with opportunities to provide support to the City organization and community in ways that promote stewardship and innovation. FY18 was no exception and through changes in leadership, the department continued to build trust and confidence in our services. This annual report highlights some key projects and collaborations from each of the eight divisions and across the organization as a whole.

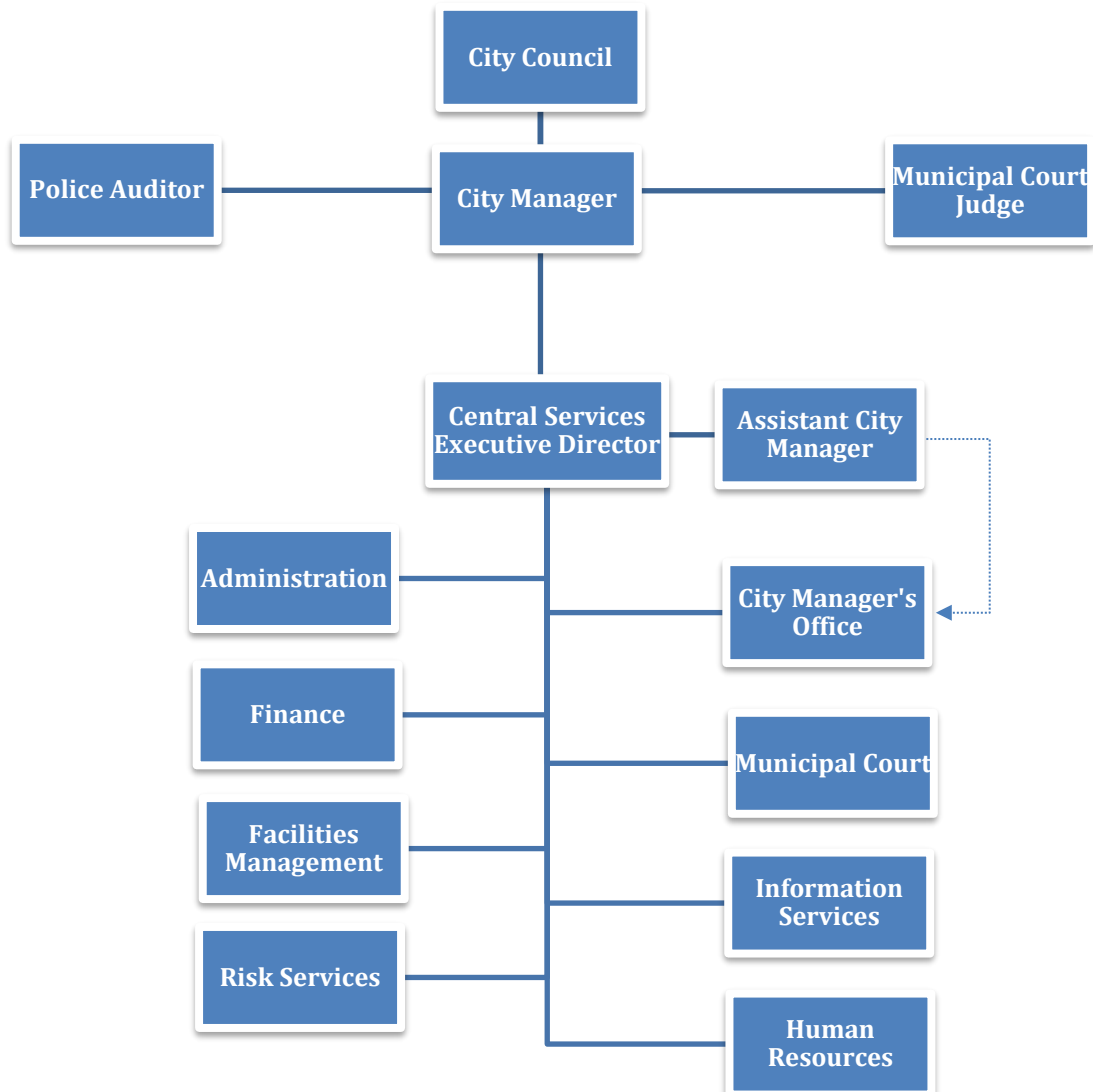


Many thanks to everyone in Central Services and our partners across the organization for contributing to these accomplishments.

With gratitude,

Mia Cariaga

FY18 Central Services Leadership Team: Mia Cariaga, Jeff Perry, Randi Bowers-Payne, Kris Dalmolin, Pavel Gubanikhin, Twylla Miller, Cheryl Stone, Keri Beraldo, Becky DeWitt, Laura Hammond and Karmen Bartlett.



Department Functional Structure

Administration	FTE 3.00	· Liaison to the City Manager, City Council, and other internal and external stakeholders; Departmental Board Support: Department-wide events and communication; Budget management; Strategic planning; Performance Management
City Manager's Office	FTE 34.40	· Mayor and Council Support; Community and Public Relations; Sustainability; Spay/Neuter Clinic; Human Rights and Neighborhood Involvement
Facility Management	FTE 57.50	· Design and Construction; Major Maintenance; Pool and Community Centers operations; Evening Custodial; Downtown and Park Operations; Administration and Finance
Finance	FTE 26.00	· Budget and Financial Analysis; Purchasing; Payroll; Financial Reporting; Customer Receivables; Treasury
Human Resources	FTE 14.85	· Employee Classification and Compensation; Employee and HR Labor Relations; ADA Accommodation Requests; Training and Development; Recruitment and Selection; Temporary Services
Information Services	FTE 49.50	· Network and Operations; Application Development; Strategy and Administration
Municipal Court	FTE 18.75	· Judges; Courtroom Support; Front Counter; Records; Collections; Parking Services; Administration
Risk Services	FTE 14.75	· Safety, Loss Control, and Environmental; Liability/Property and Worker's Comp; Unemployment Insurance; Emergency Management; Health and Fitness; Employee Benefits; Administration

Department Overview

Central Services Administration

Goal

The Central Services Administration team provides leadership, organizational support and financial planning and management services to all Central Services divisions in helping them achieve City Council goals and department strategic objectives.

Strategies

- Collaboration and coordination with internal and external partners
- Strategic Planning
- Proactive Communications
- Fiscal Stewardship
- Customer and Employee Engagement
- Leadership Development

What's Trending

- Leadership and Workforce Planning
- Business Continuity and Strategic Planning
- Customer Service



Employee Recognition Event

City Manager's Office

Goal

The City Manager's Office includes a diverse collection of services and programs that help ensure City government is effective, accountable and inclusive. We collaborate with the organization and other partners to align City work with City Council direction and community values; support elected and appointed officials; and promote an informed public.

Strategies

- Provide leadership in the community and within the City organization on issues of equity, human rights, diversity and inclusion.
- Create opportunities and build partnerships through better utilization of neighborhood communication and outreach budgets and neighborhood matching grants.
- Develop and implement new intergovernmental and nonprofit partnerships to achieve community-desired outcomes through greater collaboration.
- Increase transparency of the City government operations and build trust in the community through better utilization communication, outreach budgets, and neighborhood matching grants.
- Increase transparency of the City government operations and build trust in the community through better communication.



Community Engagement

What's Trending

- Federal and State law and policy changes
- Community engagement
- Homelessness, Housing and Public Safety

Facility Management

Goal

The mission of the Facility Management Division is to plan, build, maintain and operate City facilities. As a team of professionals, we provide leadership and guidance to the organization; we listen, anticipate and respond to the needs of those we serve. Foremost, we are responsible and accountable stewards of the public's investment in City facilities.

Strategies

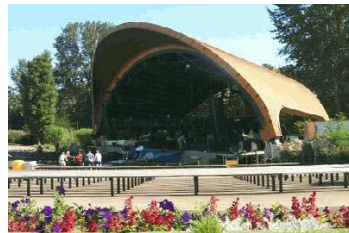
- Capital preservation and maintenance
- Annual customer service survey

What's Trending

- Maintenance, repair and construction costs
- Technology - mobile work order system, direct digital controls, energy efficiency projects
- Emergency Management



Amazon Pool



Cuthbert Amphitheater

Finance

Goal

The Finance Division's mission is to support City staff, policy makers and citizens by providing quality financial services and information to promote prudent decision making that maintains long-term financial stability. Our commitment to achieve the mission is demonstrated by these outcomes:

Strategies

- Facilitating development of a sustainable General Fund Budget.
- Modernizing processes and core business software.
- Updating public procurement and contracting processes.
- Staying current with changing rules and regulations.

What's Trending

- Changing Economic and Financial Situation
- Aging Financial Infrastructure and Business Practices
- Changing Standards and Requirements
- Increased Demand for Government Transparency



Supplier Summit: accessible and diverse contracting opportunities

Human Resources

Goal

Human Resources support the City in providing a qualified and productive workforce that, in turn, delivers effective and efficient services for in turn, delivers effective and efficient services for the community and our organization.

Strategies

- Technology to improve service delivery
- Employee Engagement
- Total Compensation

What's Trending

- Generational and demographic shifts
- Technology Innovations
- Increased workforce planning



*Chief of Police
Swearing-in Ceremony*

Information Services

Goal

The Information Services Division provides value-added technology services to city departments and divisions by providing innovative and efficient IT services while simultaneously transforming the IT environment.

Strategies

- Clean and Agile environments
- Integrating IT into the business as a partner
- Maintaining secure and compliant systems and data
- Published key performance indicators bringing transparency to the services we provide

What's Trending

- Security and compliance mandates
- Cloud computing and technology
- Disaster recovery and continuity of operations
- Mobility
- Big data/data warehousing



*Information Services Division
attends the all-City Support Tour*



Municipal Court

Goal

Eugene Municipal Court provides a neutral forum that ensures defendants the constitutional right to due process through effective and efficient adjudication of cases and ensures enforcement of sanctions.

Strategies

- Efficiently utilize available sanctions and programs to impose meaningful penalties in support of Safe Community goals and defendant accountability.
- Use technology to improve efficiency in case processing.

What's Trending

- Education and implementation of procedural justice concepts
- Paper on demand case files and workflow
- Self-help forms and electronic filing capabilities
- Sentencing reform/alternatives to jail
- Reduce recidivism, promote fairness and control cost
- Use of evidence-based practice



*Community Court
Restoration Project*



Risk Services

Goal

Risk Services provides strategic guidance and advice to the organization on risk issues to assist the organization in achieving its goals. Our goal is to foster a culture of proactive risk management throughout the organization, creating an environment where risks and opportunities are identified and managed effectively.

Strategies

- Wellness Program Assessment & Strategic Plan
- Enhanced Wellness Incentive Program
- Regular customer service surveys
- Risk Report: annual reporting of the organizations' risk and benefits related costs

What's Trending

- Increasingly complex legislative and administrative environment
- Changing workforce demographics
- Statewide disaster resiliency promotion
- Increased threats from wildland fires at the urban interface
- PERS/OPSRP cost increases
- Health care costs



Emergency Management

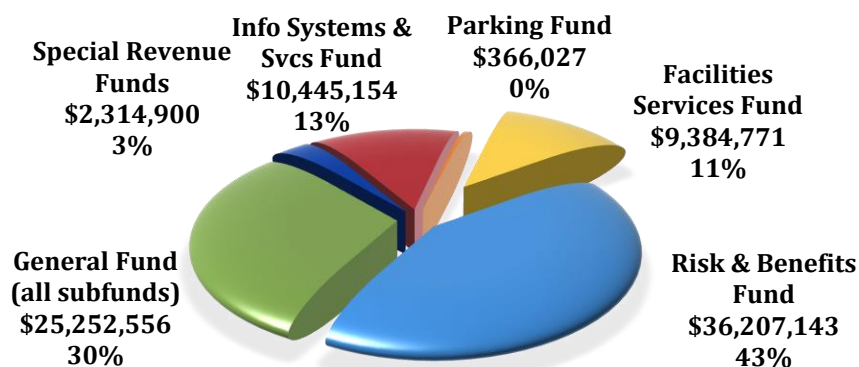
Budget Overview

Operating Budget Overview

The Central Services Department operating budget is comprised primarily of the General Fund appropriations and the operating budgets of three internal services – Risk and Benefits Fund, Facilities Services Fund, and the Information Systems and Services Fund. Special revenue funds included in the department’s operating budget are the Telecommunications Fund and the Special Assessment Fund. Additionally, several positions and other operating expenditures at the Eugene Municipal Court are funded via the Parking Fund.

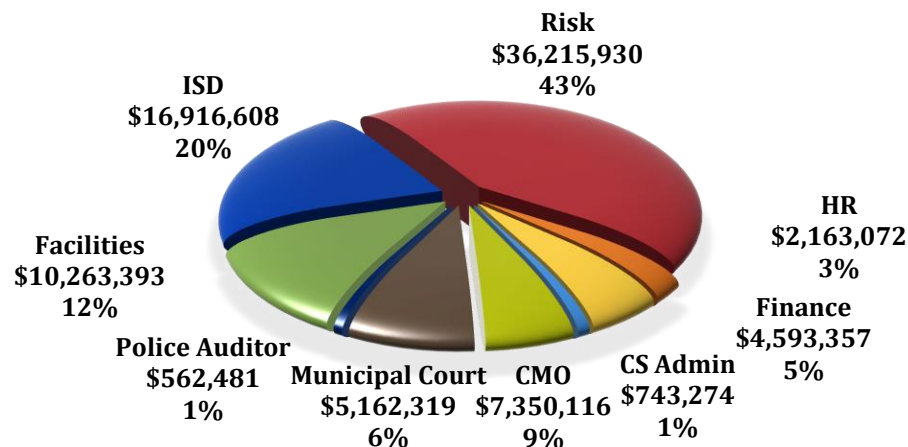
The FY18 Central Services operating expenditures totaled \$84 million. Of the total FY18 operating expenditures, 67% were in the internal services funds, 30% in the General Fund, and the remaining 3% in the Telecommunications, Parking and Special Assessment Funds:

FY18 Operating Expenditures by Fund: Total FY18 Expenditures - \$84 million



Police Auditor is an independent official reporting directly to the City Council, however, the Police Auditor’s Office operating budget is included in the Central Services budget for administrative purposes. The City Manager’s Office budget includes the City Attorney’s Office and the City Prosecutor’s Office, which administratively report to the City Attorney. The following chart shows the FY18 Central Services operating expenditures by division:

FY18 Operating Expenditures by Division: Total FY18 Expenditures - \$84 million



Personnel costs comprised 31.4% of the Central Services Department’s operating expenditures in FY18, while materials and services (M&S) costs comprised 68.4%, and capital outlay the remaining 0.2%:

FY18 Operating Expenditures by Category: Total FY18 Expenditures - \$84 million

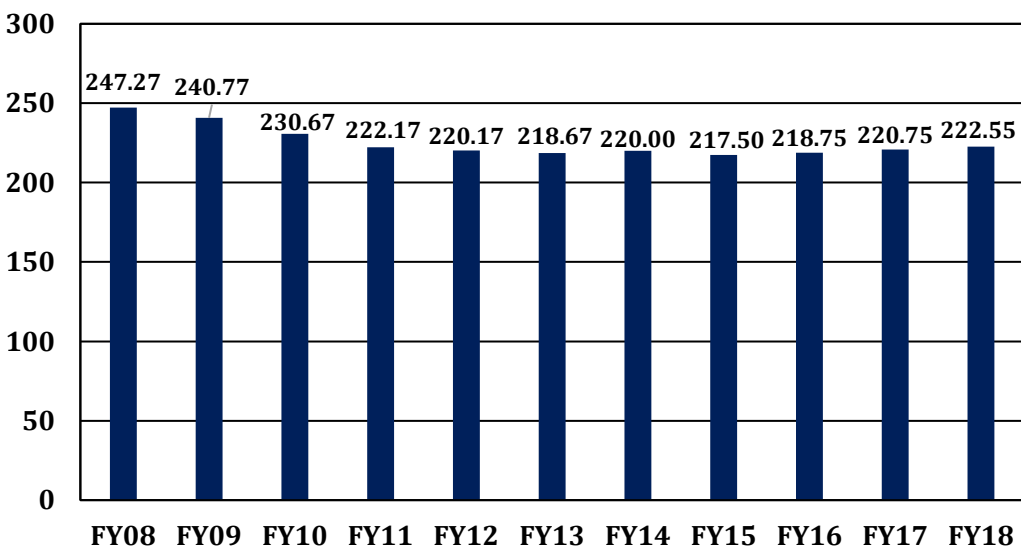


The primary reason why materials and services comprised such a high percentage of the department's operating expenditures is that the Risk and Benefit Fund's health insurance and claim expenditures are included in the department's operating budget. Other internal service funds also include large M&S expenditures, such as contractual services and utilities in the Facilities Services Fund and hardware and contractual services in the Information Systems and Services Fund.

Staffing Level and Trends

The total position count in the Central Services Department has remained essentially flat over the past several fiscal years. After reaching a high of 247 full-time equivalent (FTE) positions in FY08, the department reduced approximately 27 FTEs during the recession to bring its organizational footprint in line with the available General Fund resources. The current FTE level in Central Services is approximately the same as it was at the end of recession in FY11:

Central Services Department Position Count (FTEs): FY08 – FY18

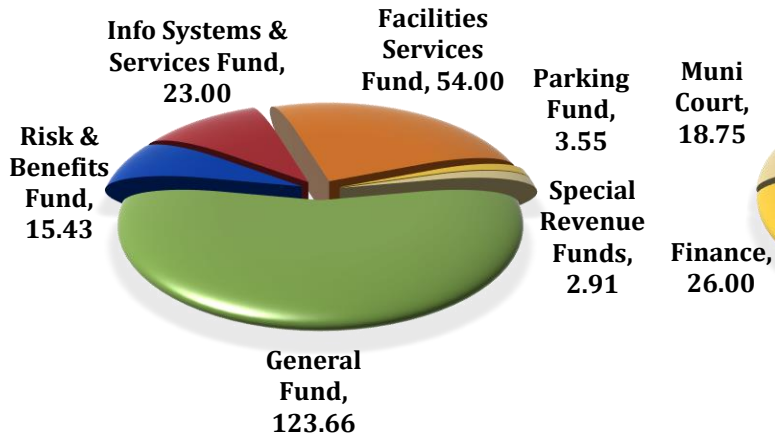


FTE increase of 1.8 from FY17 to FY18 was due to creation of a new position in the Police Auditor's Office and an increase to two existing Central Services positions. Community Engagement and Translation Specialist position (0.8 FTE) was added in the Police Auditor's Office to support community outreach and engagement activities. City Manager's Office added 0.5 FTE due to the Assistant City Manager returning to full-time status after several years of the Assistant City Manager and the

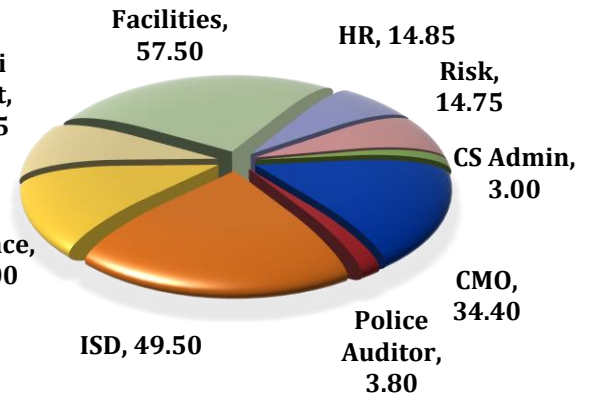
Planning and Development Executive Manager positions being combined into one FTE. Risk Services Division increase existing position by 0.5 FTE to a full-time position focused on emergency management and disaster preparedness work.

Approximately 56% of the Central Services positions are funded by the General Fund, 42% of positions are funded by the three major internal services funds (Facilities Services, Information Systems & Services, and Risk & Benefits Fund), with the remainder funded by the Parking Fund and several special revenues funds:

**FY18 Positions by Fund
(Full-Time Equivalent)**



**FY18 Positions by Division
(Full-Time Equivalent)**

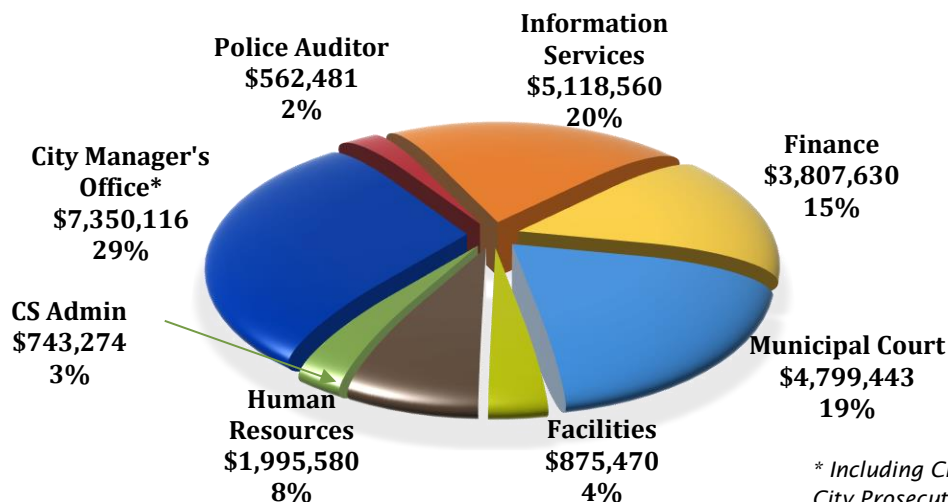


General Fund

General Fund is the primary funding source for most of the Central Services operations, with the exception of the services funded through the internal service and special revenue funds. The following chart shows the FY18 audited General Fund expenditures by division (for the all sub-funds):

FY18 General Fund Operating Expenditures by Division:

Total FY18 Expenditures - \$25,252,556



* Including City Attorney and City Prosecutor's Office
Percentages may not add up due to rounding

The primary objectives with regard to the General Fund budget management in the Central Services Department are to ensure that the department as a whole and individual divisions stay within their operating budgets while ensuring maximum efficiency in delivery of General Fund services, to maximize the General Fund program revenues where feasible, and to meet other financial management objectives as directed by the City Council and the City Manager.

Grants

Central Services Department uses external grant funding sources to support innovative projects and initiatives and to supplement existing revenues when possible and appropriate. The department received grant revenues totaling \$462,252 in FY18, comprised of the following grants:

- \$128,921 in annual Emergency Management Performance Grant (EMPG) revenue was received from the US Federal Emergency Management Administration (FEMA), which is administered by the Oregon Office of Emergency Management and covers a portion of the personnel costs associated with the Risk Services Emergency Management Program.
- \$100,499 in grant revenue was received by Municipal Court to fund Year Two of the two-year Community Court pilot program, funded by the US Department of Justice through the Center for Court Innovation.
- \$64,584 in grant revenue was received in the Telecom Fund from the Economic Development Administration (EDA), a branch of the US Department of Commerce, towards the construction of a high-speed fiber network in downtown Eugene. Central Services staff provided administrative, financial and analytical support in securing this grant to the interagency fiber implementation team comprised of the City of Eugene, Eugene Water and Electric Board (EWEB), and Lane Council of Governments (LCOG) staff.
- \$58,827 in grant revenue was received by the City Manager's Office for several sustainability grants funded by the Urban Sustainability Directors Network (USDN).
- \$56,423 in grant revenue was received by Risk Services from a grant that funded an emergency management satellite uplink.
- \$38,774 in FEMA reimbursement revenues was received by the Facilities and Risk Services Divisions to cover the costs associated with winter storm recovery.
- \$14,224 in annual Victims Assistance Grant from the Oregon Department of Justice was received to support the victims' restitution program in the City Prosecutor's Office.

Additional Information

Detailed information about the FY18 revenues and expenditures and audited financial statements are included in the FY18 Comprehensive Annual Financial Report (CAFR), which is available on the City's website at www.eugene-or.gov/finance. Detailed information about the Central Services Department's budget, the funds managed by the department, and the services provided by the divisions can be found in the annual budget document, which is available at www.eugene-or.gov/budget.

Performance measurement information for all City services, including those provided by the Central Services Department, are included in the service profile documents, which can be found at www.eugene-or.gov/2285/Service-Profiles.

Additional information about the City's capital investments, including capital projects managed by the Central Services Department, is included in the biennial Capital Improvement Program (CIP), which is available at www.eugene-or.gov/CIP.

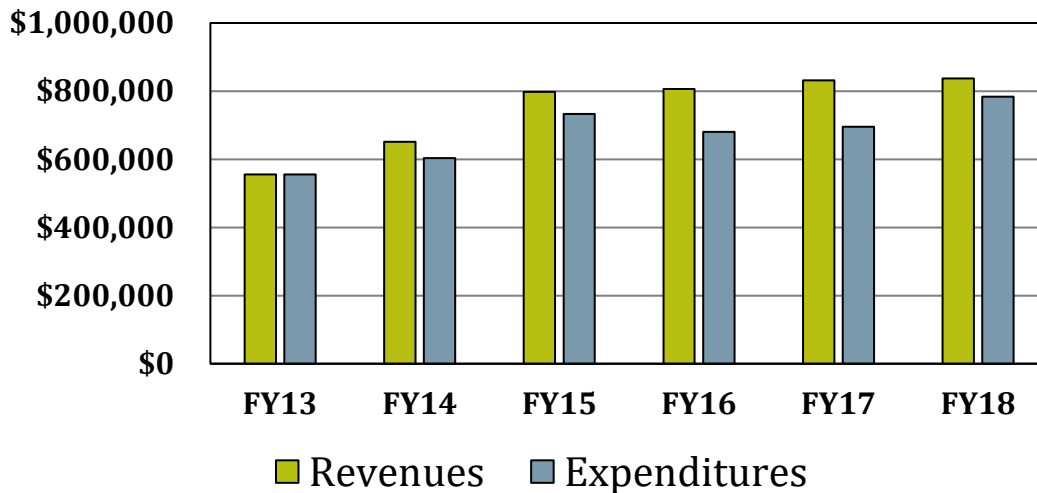
2018 Stats

Central Services Department staff strive to work together for a collective goal of excellence in delivery of services to the community and the Organization. The following pages provide a summary of key performance indicators. These performance indicators represent some of the notable figures for each respective Division that characterize the ongoing work done in support of Council goals and initiatives, as well as in support of the delivery of all City services.

City Managers Office

CMO

Spay & Neuter Clinic Program Cost Recovery, FY13-FY18

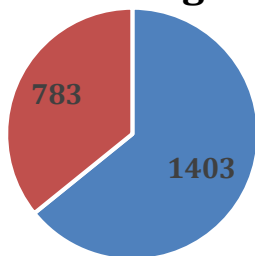


89

City Council meetings supported by CMO



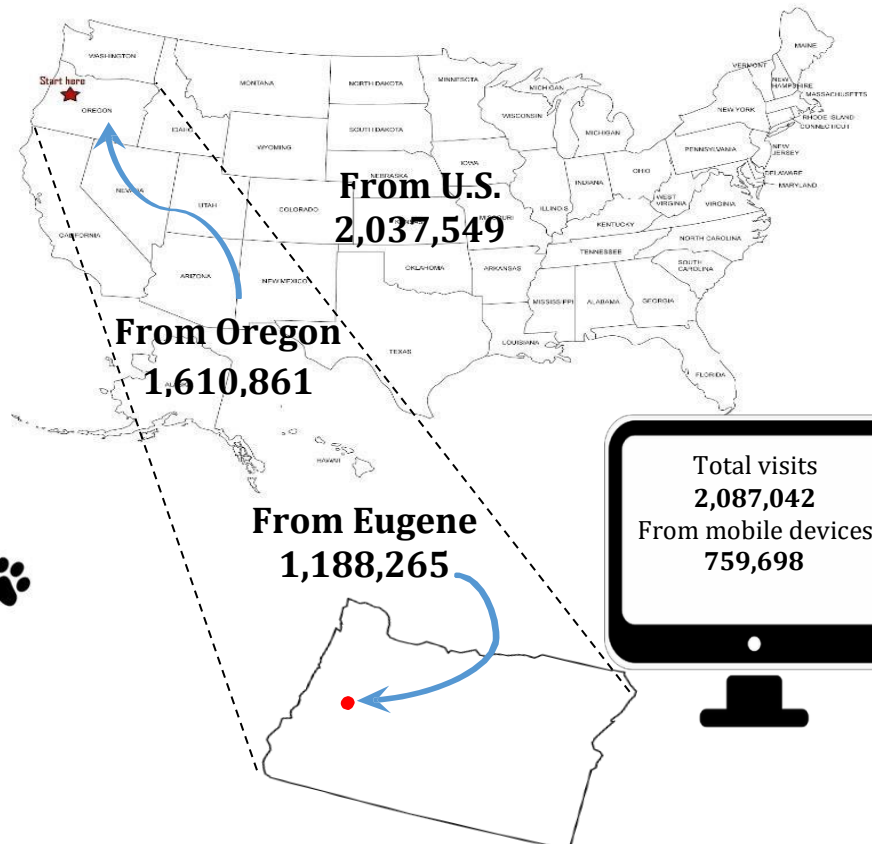
FY18 Animal Surgeries



■ Cat ■ Dog



FY18 Website Visits



Facility Management

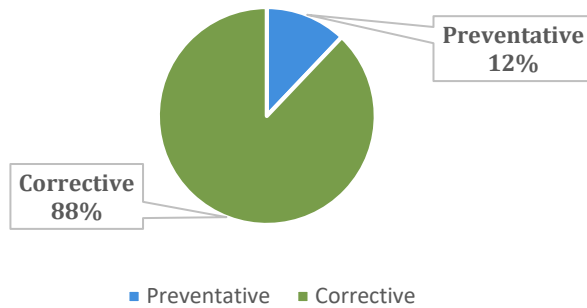
FAC

FY 18 Maintenance Work Orders

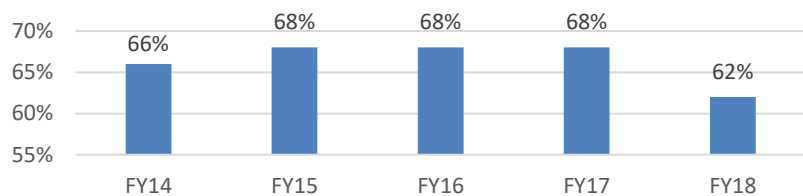
Projects Completed- 22



COST: \$1.1 Million



Percentage of General Fund Facilities square footage rated as good or better on Facilities Condition Report (goal is 80% by 2021)



Finance

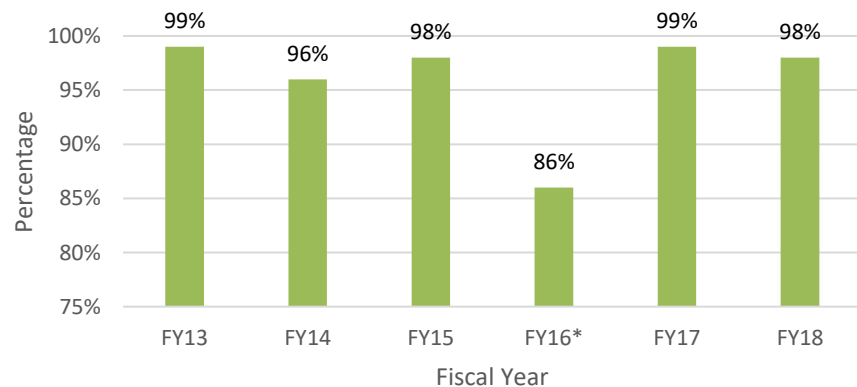
FIN

\$677.2 Million



**City of Eugene
FY18 Adopted Budget**

General Fund Revenue Forecast Accuracy



*City received \$18.75 million in unanticipated revenue from a Comcast settlement in FY16

Procurement Cards

Transactions- 31,668

Value- \$6.9 Million



**Percentage of Budget
Committee members
satisfied with Finance
Division Staff-
100%**



Human Resources

HR

**Job Applications
processed in FY18
13,587**



**City Wide
Coursed
Offered
219**



**Staff
Completing
Courses**

914



**94.1% of exit
interview interviewees
would recommend the
City of Eugene to others
as an employer**

Information Services

ISD

**Incidents Resolved
2,060**

**Requests Fulfilled
8,983**

**Tickets per day
44**



**Changes to
Environment
Reviewed**

485

FY18 Customer Ratings of Service Ticket Completion

**Promptness
Satisfaction
96.03%**

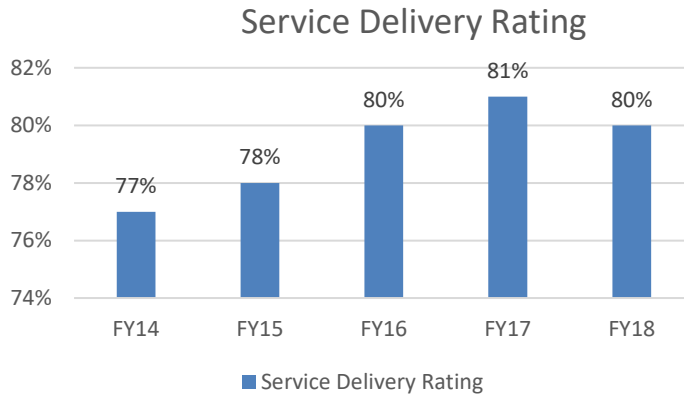
**Service
Satisfaction
95.76%**



Municipal Court

MUNI

Percentage of Municipal Court users who rate the service delivery as satisfactory or better



Parking Violations

Parking Citations Issued: **64,826**

Number of Vehicles Booted: **546**

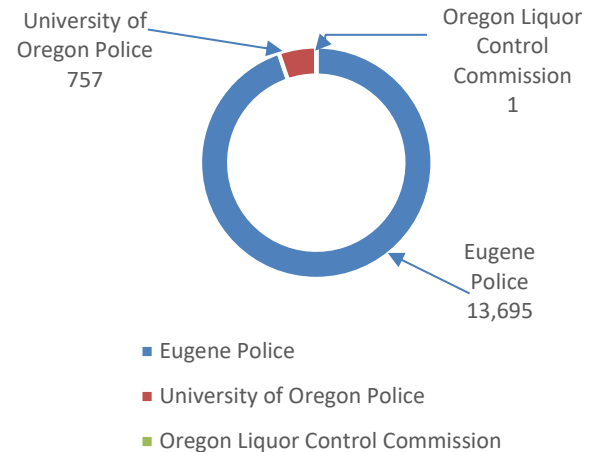
Parking Citation Revenue: **\$1.1 million**



Average Mental Health Court Participants Per month:

11

Filings by Agency



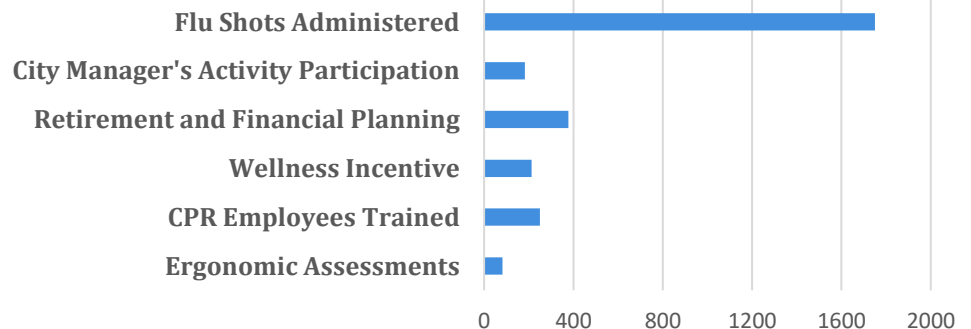
Risk Services

RISK

Employee Benefits Programs

Training Courses Offered

- Respirator Training
- Hazard ID/Accident Investigation
- Fire Extinguisher
- Workplace Violence
- Supervisor Training
- Concussion Protocol
- Stretching/Back Safety



Wellness Center Participation
15,025

Fitness classes Offered
612

Fitness Orientations/Consults
100

Wellness Education Participants

\$763,371

Savings to Organization through claim recoveries, cost containment strategies, and grants.

Department Guiding Principles

There are five avenues that drive the work performed by Central Services staff and enhance the level of service provided: direction given by the Eugene City Council and Council goals that are in place; Organizational and Departmental Plans & Policies; and input from Boards, Commissions and internal and external customers.



Currently the Eugene City Council Goals and Outcomes are focused on the five areas listed below:



ACCESSIBLE & THRIVING CULTURE AND RECREATION

A community where arts and outdoors are integral to our social and economic well-being and are available to all.



EFFECTIVE, ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.



FAIR, STABLE AND ADEQUATE FINANCIAL RESOURCES

A government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.



SAFE COMMUNITY

A community where all people are safe, valued and welcome.



SUSTAINABLE DEVELOPMENT

A community that meets its present environmental, economic and social needs without compromising the ability of future generations to meet their own needs.



Boards & Commissions / Internal Advisory Groups

Given the wide variety of specialized services provided by Central Services staff, additional input is garnered from existing plans and policies (e.g. – Climate Recovery Ordinance, Department Equity & Human Rights Plan, and Public Participation Guidelines), numerous advisory boards and commissions, internal advisory boards, community members, and other outside agencies.

Below is a list of the more commonly used Boards & Commissions and Internal Advisory Groups that help assist staff in addressing the daily needs of customers and community.

External Boards & Commissions

- Budget Committee
- Civilian Review Board
- Council Intergovernmental Relations Committee
- Human Rights Commission
- Neighborhood Matching Grants
- Department Advisory Committee
- Sustainability Commission



Internal Advisory Groups

- Benefits Study Group
- Deferred Compensation Committee
- Central Services Web Team
- Equity & Human Rights Board
- Facility Board
- Human Resources Board
- Investment Advisory Board
- Information Technology Task Team
- Web Management Team



Key Initiatives and Accomplishments

Council Goal:

ACCESSIBLE & THRIVING CULTURE AND RECREATION

A community where arts and outdoors are integral to our social and economic well-being and are available to all.

Language & Cultural Liaison Pilot Program Begins

CMO



The Office of Human Rights & Neighborhood Involvement (HRNI) welcomed Joshua Medrano as the City of Eugene's first Language and Cultural Liaison. Joshua was originally born in Bolivia. As a teenager, he spent over four years in the Dominican Republic, then moved to Eugene and graduated from South Eugene High School. He has worked in the City's Recreation Division since 2014, where he has served in Aquatics, the inclusion preschool and summer camps, and is a building coordinator at Hilyard

Community Center. Josh will be on loan to HRNI for a 6-month placement, helping engage the Latino community in Bethel area neighborhoods and joining the Language & Cultural Liaison team to help fine tune the program from a participant's perspective.

The Language & Cultural Liaison (LCL) Program is part of the City of Eugene's overall Language Access efforts, a central strategy in the City's current Equity & Human Rights Plans. The immediate goal is to help the City to provide improved language and cultural access to City services and to increase engagement with communities that currently experience language and/or cultural barriers. The long-term goal is to develop a pipeline of City staff that will help diversify and build the skills of our workforce, creating long-term investments in access and outreach for specific communities. The program will initially focus on serving Spanish speakers and Latino communities in reflection of Eugene demographics. In the future, it could be expanded to include other language/cultures as community needs arise.

The program is starting as a small pilot and is being developed within existing City resources. It will serve as a training and development program for temporary City employees who bring language and cultural skills that support community needs and further City inclusion and access goals.

Examples of duties that could be taken on by a liaison are:

- Community outreach assistance and trouble-shooting to create more accessible services;
- Interpretation assistance at public meetings, public service counters/phone lines as part of a larger project;
- Translation of public materials as part of a larger project.

Council Goal:

ACCESSIBLE & THRIVING CULTURE AND RECREATION

A community where arts and outdoors are integral to our social and economic well-being and are available to all.

Community Development and Human Rights Staff Coordinate Fair Housing Trainings

CMO

Access to safe, decent and affordable housing is a critical factor in creating stability and opportunity for all Eugene residents. Historic, systemic and individual discrimination impact access to housing. The City of Eugene works to remove barriers by engaging in policy analysis and recommendations along with providing outreach, education, and assistance to community members experiencing discrimination to address their complaints.



Fair Housing Training

Recently, Community Development and Human Rights staff coordinated a Fair Housing training for Latinx and immigrant social service providers. The goal was to educate the providers about fair housing rights and resources available to all community members. The training also included representation from Oregon Law Center of Lane County (Legal Aid) as well as staff to explain the Eugene Rental Housing Code. Over 40 people attended the training. Similar trainings have been geared towards community members, families, college students and affordable housing providers.

The City provides Fair Housing trainings through a contract with Fair Housing Council of Oregon that uses Community Development Block Grant funds. In addition to the trainings, Fair Housing Council of Oregon runs a statewide hotline to investigate and enforce fair housing complaints from Eugene residents. The City of Eugene values diversity in all neighborhoods and believes that all households deserve fair and equal access to housing.

Large Facilities Projects in support of LRCS

Facilities has been leading the design and construction process for the upcoming bond-funded Recreation projects. The bond covers major renovations at Echo Hollow Pool, Campbell Community Center and Sheldon Pool. Staff are now in the public engagement, planning and initial design stages for Echo and Campbell, with construction scheduled to start in 2020 for both projects. The projects include renovations to address deferred maintenance of the decades old facilities and add new amenities and features for the community. In addition to meeting a minimum LEED Silver certification, the projects will focus on reducing energy use and operational GHG emissions. Elevators in our parking garages and the Library have been problematic and require major renovations and modernizations. In 2018, the Library's staff elevator was modernized and upgraded with the remaining three lifts scheduled to be completed in the next several months.

FAC

FIN



Echo Hollow Pool

Council Goal:

EFFECTIVE AND ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

Network & Data Security

ISD

One of Information Services' primary responsibilities is maintaining the security of the City's network and data. A variety of FY18 upgrades achieved enhanced security results with minimal change to users' experience.

ISD's new fully customized Operations Management Suite allows network staff to monitor the status of the City's servers, networks and applications in real time and alerts staff if it detects a problem or interruption in service. Additionally, employing Advanced Threat Analytics allows for real-time security scanning that identifies anomalous account activity, much like a bank notices and flags suspicious transactions on a credit card. This will help ISD identify and stop any attempts to access our servers by people with malicious intent. Lastly, ISD took common sense approaches to replacing Kaspersky antivirus software with Microsoft's Security Center Endpoint Protection and mitigating Spectre and Meltdown vulnerabilities. ISD has also worked with third party experts to ensure our network and data security meet or exceed industry standards. In fall of 2017, we engaged an auditor to assess and attempt to breach our network. We are pleased to report they were unable to succeed. In partnership with other City staff across the organizations, we also reached two significant data security milestones in FY18 by passing an FBI-led Criminal Justice Information Security audit and receiving a Payment Card Industry attestation of compliance.



*ISD Staff
keeps
network safe
and user
friendly.*



Council Goal:

EFFECTIVE AND ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

Web Management Team Seeks Increase in Website Accessibility

ADMIN

CMO

FAC

FIN

HR

ISD

MUNI

RISK

The City of Eugene has a longstanding commitment to making its programs and services accessible to everyone. Based on this value and related City Council goals, the City's Web Management Team (WMT), a governing team comprised of one representative from each department, has always made accessibility a priority.

Meeting New Standards

Federal regulations were refreshed in 2018 to align with international standards, known as the [Website Content Accessibility Guidelines \(WCAG\) 2.0](#). Seeking to comply with the updated standards, the WMT contracted with a digital accessibility firm, Siteimprove, to conduct a comprehensive audit of the City's website. This manual audit highlighted site-wide opportunities to improve user access. In addition, the City is using Siteimprove's automated tool, which scans the website every five days for additional accessibility errors and quality assurance issues (e.g. broken links, misspellings).

A Win-Win

While website accessibility is designed to benefit people using assistive technologies (e.g. screen readers, speech input software, head pointers, eye tracking, transcripts), it also aids mobile device users, a growing population of older users with age-related impairments, and many others. Accessibility improves website usability for everyone, and it also helps search engine rankings.

A Team Effort

Fortunately, the City's website was built with accessibility in mind and has a solid foundation. However, evolving standards and more than 5,000 web pages present opportunities for improvement. This on-going work requires the assistance of all website contributors.

Nearly one-third of the City's 140 website contributors receive monthly Siteimprove reports detailing potential accessibility and quality assurance issues. Since conducting the manual audit last March, and after using the automated tool for one year, City staff have used Siteimprove to make the following improvements:

- 15.4% increase in our Quality Assurance Score, City of Eugene surpasses our industry (government) benchmark by 11 points
- 53.5% fewer broken links
- 7.5% increase in our Digital Certainty Index (combined score for Quality Assurance, Accessibility, and Search Engine Optimization), City of Eugene surpasses industry benchmark by 3 points.

Council Goal:

EFFECTIVE AND ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

What it means to Transform ISD

ISD

In FY18, ISD worked diligently to implement the following as part of the Transform ISD initiative:

- A project management office
- Agile development
- Internationally-recognized ITIL best practices
- IT service management and Service Connect
- New positions that support the whole organization
- Fair rates for internal charges
- Hear feedback
- Learn more about City business first-hand
- More and clearer communication



ISD provides onsite support to Parks & Rec

All of this is for one reason: to deliver high-value IT services that support the work the City does for the community. As ISD continues to develop Service Connect and implement more mature IT processes, the division will be better able to serve as a strategic partner to its internal customers and help them achieve their goals through innovating technology solutions.

Nine Neighborhood Matching Grant Projects Awarded in FY18

CMO

The purpose of the Neighborhood Matching Grant Program is to encourage City residents to collaboratively identify and actively participate in making improvements in their neighborhoods. The benefits of the program go beyond the financial investment and are an important tool for building community.

Community involvement and building relationships are key components of the program and are encouraged by requiring that the project budget include a match amount equal to, or greater than, the grant request; coordination with and support of the neighborhood association; and documentation of neighborhood support.

Demonstrating responsible stewardship of our community assets while balancing our community's social and environmental values are additional components of the program. Since 2000, nearly \$670,000 in matching grants funds have been provided to fund 124 neighborhood improvement projects City-wide. With the neighborhood match portion included, the total value of these projects exceeds \$1.5 million.

FY18 Neighborhood Matching Grant Project Awards

- Emerald Village Eugene
- Woodfield Tactical Placemaking
- Graffiti Abatement on Frohnmayer Bridge
- Jefferson Westside Neighbors Dog Off-Leash Area
- Lone Oak Dog Off-Leash Area
- Pioneer Cemetery Heritage Rose Irrigation Project
- River Road Gateway Project
- Southeast Neighbors Emergency Plan Implementation
- Whiteaker Community Council Oral History Project

Council Goal:

EFFECTIVE AND ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

To increase neighborhood participation in the program, FY18 Neighborhoods Matching Grant project proposals were solicited via direct outreach to neighborhood associations, the Human Rights Commission, an extensive interested parties list that included multiple community organizations and other community partners, and previous grant recipients. Based on the criteria of tangible neighborhood benefit, neighborhood community involvement, project readiness, and Triple Bottom Line assessment, Neighborhood Matching Grant Advisory Committee recommended and the City Council approved a total of nine grant project awards totaling \$50,000, with matching contributions of \$85,900, for a total of \$135,900 in community investments.



*Mayor Vinis cuts ribbon to
Hawkins Heights Trail*

Contract Assessment and Insurance Requirements Matrix

FIN

RISK

Risk Services in collaboration with the City Attorney and Purchasing offices, implemented a Contract Assessment & Standard Insurance Requirements Matrix. The tool promotes transparency and consistency in city contracts by providing insurance guidance to staff responsible for contract administration and negotiation. The tool further supports staff in conducting and communicating risk analyses to protect financial and human resources.



Have a contract question? Purchasing Staff are always ready to help!

Council Goal:

EFFECTIVE AND ACCOUNTABLE MUNICIPAL GOVERNMENT

A government that works openly, collaboratively, and fairly with the community to achieve measurable and positive outcomes and provide effective, efficient services.

City Recognized as Total Worker Health Affiliate

RISK

The City has been acknowledged as a Centers for Disease Control and Prevention (CDC) and National Institute for Occupational Safety and Health (NIOSH), Total Worker Health® (TWH) Affiliate. TWH is policies, programs, and practices that integrate protection from work-related safety and health hazards with promotion of injury and illness prevention efforts to advance worker well-being. As indicated on the [CDC website](#), the Affiliate program seeks to “foster an integrated approach to protecting and promoting worker well-being through collaborations” with a variety of employment groups. The Affiliate program seeks to:

- Increase visibility, uptake, and impact of TWH to advance the safety, health, and well-being of workers through NIOSH assistance to Affiliates;
- Attract and assist new collaborators to enrich and broaden current NIOSH TWH translational research;
- Attract and work with new collaborators to enrich and broaden current NIOSH TWH practice and dissemination efforts;
- Publicly recognize the contributions of the Affiliates to the development and dissemination of TWH research and practice.

The City’s designation represents its ongoing commitment to wellbeing through creative and integrated means. The City joins an [exclusive](#) number of Organizations across the county who have been acknowledge for this commitment. Our designation will support innovative approaches to mitigating occupational and non-occupational health hazards among our workforce. It should also serve to benefit employment recruitment, safety practices, and overall worker and community wellbeing.

Eugene Municipal Court Growth

MUNI

Eugene Municipal Court is emerging as one of the largest courts in the state. Our case filings are some of the highest filing numbers in the State of Oregon. Turns out when comparing to the State’s Circuit Court criminal offense filings we have the second highest misdemeanor filings in the State. As we continue to have larger and larger filings, alternative sentencing options will need to be on the forefront.

Calendar Year 2017

Case Filings Comparison

	Misdemeanors	Violations	Total Offense
Multnomah County	9,363	126,438	135,801
City of Eugene	5,149	9,343	14,492
Marion County	3,919	7,900	11,819
Lane County	1,555	8,755	10,310
Jackson County	3,624	5,392	9,016

Council Goal:

FAIR, STABLE AND ADEQUATE FINANCIAL RESOURCES

A government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.

Corporate Renovation Project

ADMIN

CMO

FAC

FIN

HR

ISD

MUNI

RISK

During FY18, Central Services continued to provide leadership for the Corporate Renovation Project (CRP), an effort to replace software and update business processes used to provide finance, human resources and risk services. The Executive Management Team launched the CRP in 2015, recognizing that the City's core software was old, not optimally integrated, heavily customized, and therefore very costly to maintain. The Executive Team established six core goals to guide the project:

- Improve efficiency and effectiveness
- Get the most from the City's investment in new technology
- Avoid costly customizations and redundant systems
- Build a robust workforce
- Preserve work/life balance for staff involved in implementation
- Stay within project budget



During the fall of 2017, the City completed phase 1, which involved the transition to new budget and finance software. Phase 1 provided the opportunity for Central Services to build cross-Departmental work groups that focus on continuous process improvement. Two examples of new cross-Department workgroups to emerge from phase 1 are the Purchasing User Group (PUG) and the Financial Reporting User Group (FRUG).

After a brief stabilization period, the City launched phase 2, which focused on human resources and risk services such as payroll, employee management, benefits administration, and learning management. Lessons learned during phase 1 informed the project design for phase 2. Phase 2 project design included the successful elements from phase 1, including multidisciplinary, cross-departmental work groups, and a train-the-trainer model for end user support. The City made substantial progress during FY18 to position the organization for phase 2 go-live in the winter of 2019.

Human Resources helps to create a new Non-Rep Salary Structure

HR

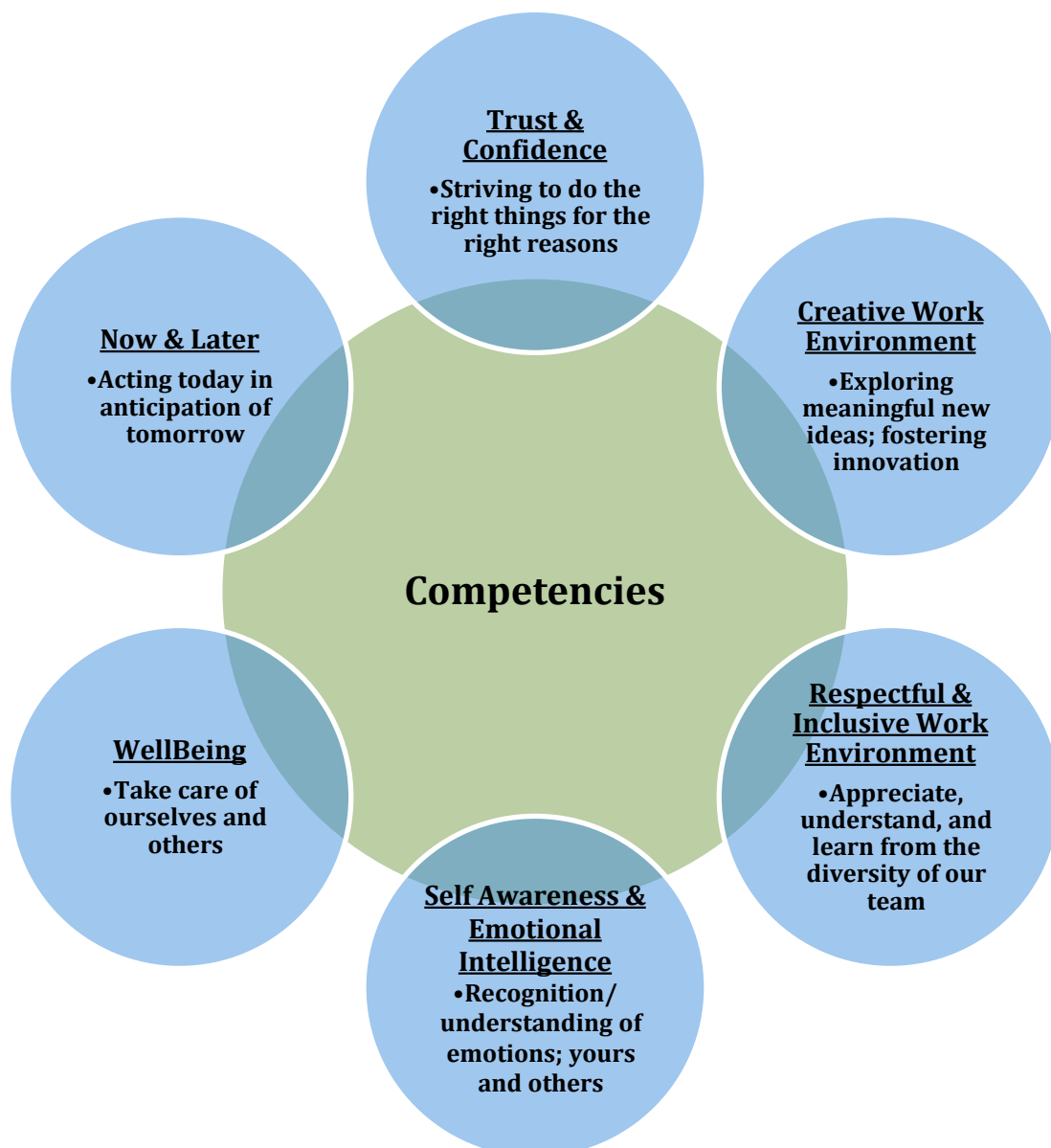
Over the course of FY 18 the Executive Team, with support from the Human Resources division, finalized a new compensation structure for non-represented employees. The non-rep compensation structure has been a multiyear process. The HR team supported one full year in the system while working with the Executive Team worked through decisions to settle into the structure. Parts of that work included processing salary adjustments in January, modifying the system to accommodate the CAP and the MAP, updating policies and infusing the new core competencies into our work.

Council Goal:

FAIR, STABLE AND ADEQUATE FINANCIAL RESOURCES

A government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.

In addition to the new compensation structure the Executive Team developed a set of core competencies and introduced the concept of an annual EUG Xchange for non-represented employees. This Xchange is meant to be an opportunity to open more dialogue between employees and their supervisors and to discuss leadership qualities that we want to develop in our employees as part of our 202X efforts. 202X is a focus on ensuring that we are keeping a “Now and Later” perspective, and preparing ourselves and the workforce for 10 years into the future, as we continue to ensure that we are meeting today’s needs. The goals are to get employees to start to think about these things, and to be self-directed about how they engage in their own personal growth. Follow this link for more information about the competencies and the new compensation structure.



Council Goal:

FAIR, STABLE AND ADEQUATE FINANCIAL RESOURCES

A government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.

Equity in Contracting Program

FIN

FAC

The Equity in Contracting Program (EIC) focuses on increasing accessibility of City projects to small, minority and women-owned businesses (COBID-certified). In FY18 the program continued to focus efforts on external and internal education, relationship-building and data collection. A few highlights from the year include:

- Planning for the second annual supplier open house (Supplier Summit), to include a more robust education program and more diverse participation.
- Staff presented program information to the Executive Leadership Team outlining a proposal for more intentional supplier engagement and consistent data reporting and received their endorsement to implement the Supplier Outreach Log and engagement of COBID-certified suppliers.
- The Subcontractor Utilization Form was created and piloted with Public Works Engineering to begin tracking COBID-certified supplier utilization amongst subcontractors.
- With PeopleSoft Financials, FY18 marked the program's first opportunity to collect enough data to establish a baseline for measuring the City's utilization of COBID-certified firms and create clear tactics for improvement.
- The Contracting Alliance for Diversity & Equity (CADE), a group of procurement professionals interested in establishing best practices around equity in contracting for our region (initiated by the EIC program in FY17) committed to continuing engagement as a professional group in FY18.
- EIC staff attended a variety of business networking open houses, including the Governor's Marketplace, the Business Diversity Institute and the OPPA Reverse Vendor Trade Show, sharing information about the City's procurement process, obtaining information about supplier accessibility, and beginning the list of "interested suppliers".



Representing the City of Eugene at a business networking open house.

Council Goal:

FAIR, STABLE AND ADEQUATE FINANCIAL RESOURCES

A government whose ongoing financial resources are based on a fair and equitable system of revenues and are adequate to maintain and deliver municipal services.

City Achieves Payment Card Industry (PCI) Compliance

ISD

FIN

The City of Eugene processes over \$6.9 million in credit and debit card payments every year at a variety of locations. Community members and other customers use credit cards for many services provided by the City. Payment Card Industry Data Security Standards (PCI-DSS) compliance refers to the City's legal obligation to keep cardholders' data secure and safe. This responsibility is shared across the City organization, and it involves everything from the way City staff that handle credit cards are trained to the IT firewalls the City have in place to secure electronic data.

Starting in 2016, the City of Eugene Finance and Information Services Divisions began reviewing requirements for PCI data security standards. The City project team reviewed processes, procedures, policies and technologies in place to manage and administer the various PCI system components used to process, store and transmit customer credit card data. After completing these tasks, an independent and industry approved auditor, RSI Security, conducted an assessment and the City was found to be compliant in each of the PCI-DSS required areas. The industry required Attestation of Compliance was issued to the City of Eugene on May 15, 2018. Annual training and other processes continue to ensure the City's PCI compliance.

City locations that accept credit cards

- Airport
- Building Permits
- City Manager's Office
- Community Centers
- Engineering
- Finance
- Fire Marshal's Office
- Hult Center
- Library
- Municipal Court
- Parking Services
- Police Department
- Recreation Centers and Pools
- Spay and Neuter Clinic

City of Eugene Open Budget

FIN

ISD



Ever wonder how much money goes to renovating and rehabilitating Eugene's parks, or what is costs to operate fire and emergency services in Eugene? In FY18, the Finance Division launched a new budget visualization website, Open Budget, www.eugene-or.gov/openbudget that allows everyone to view the city budget to see how public funds are put to work.

This website translates the budget into charts, graphs, and images that are attractive, navigable, and easy to understand. This new, accessible tool allows users to easily view the budget online from any device. So far, the site has been viewed over a thousand times by viewers from 15 different countries.

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

City's Dedication to Addressing Homelessness

ADMIN

CMO

FAC

The City has made some recent strides in its efforts to address homelessness. Accomplishments include the expansion of current programs, a strengthening of relationships with community partners, the inclusion of homelessness plans and initiatives as part of the community safety strategies, and work with a consultant that identified specific strategies for improving our community's overall homeless crisis response system.

Public Shelter Feasibility Study & Homeless Services System Analysis

In 2018, the City partnered with Lane County to work with consultants at the Technical Assistance Collaborative (TAC) on a shelter study and homeless service system analysis. In their final report, TAC provided a series of specific system recommendations, that implemented together, could significantly reduce Lane County's unsheltered homeless population within a three-year timeframe. The study provides a blueprint and path forward for impactful work by the City, County and partner agencies in several different areas in the coming months and years. In January, the City Council directed the City Manager to work with the County Administrator to establish a framework and plan for implementing the recommendations by May 1.



Community Safety Funding

The Community Safety funding package includes several initiatives to address homelessness in the community. The funds include enhanced support for the Rest Stop Program, Overnight Parking Program, Dusk to Dawn Program, 15th Night (addressing youth homelessness), Lindholm Center weekend hours, and a proposal for a new day center. These programs work to meet the immediate needs of people experiencing homelessness and the community safety funding will help maintain and stabilize these services. The funding will also provide added support for case management in some programs to help individuals move more successfully into permanent housing.

Dawn to Dawn Shelter Expansion

This past fall/winter City staff worked with Lane County through an iterative process that eventually led to a significant increase in shelter for people over the winter months. The former Dusk to Dawn site on Hwy 99 became a Dawn to Dawn site in January, allowing daytime access. The program also expanded to allow 125 additional people to access shelter at the site, so that it currently accommodates 220 people nightly in both congregate-style large-tent shelters as well as individual tents in micro-sites that allow pets.



Dusk to Dawn accommodations

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

Human Services Support

The City continues to dedicate funds to the Lane County Human Services Commission to support a range of social services that support low-income people, those who are experiencing homelessness, and people with special needs.

Working Together

Staff time and resources from every department are employed in efforts to help address homelessness in the community. These include Central Services staff helping coordinate homelessness programs, Library and Recreation staff providing services to unhoused community members at libraries and community centers, Police and Fire & EMS personnel responding to calls for service, Public Works staff helping coordinate and manage public spaces and parks and providing camp cleanup, and Planning & Development staff operating affordable housing and human service programs and funding.

Joint Counter Terrorism Awareness Workshop (JCTAWS)

RISK

In collaboration with federal, state, and local partners Risk staff planned the Joint Counter Terrorism Awareness Workshop (JCTAWS). To date, Eugene is the smallest city to host the training. With partners from all levels of local, state, and federal government, staff spent many hours planning, preparing, and organizing the event.

The workshop serves as a critical tool in promoting community safety by providing the latest terrorism awareness education, response, and recovery strategies. Partnerships forged during the training phase will inform further community safety initiatives related to emergency preparedness, response, and recovery.



Eugene Collaborates to promote safety.

Seismic Retrofits

FAC

FIN

RISK

In 2016, Facilities and Risk Services identified 40 City facilities critical for emergency operations, including Police and Fire facilities, the Library, Airport, Public Works, the Atrium and Recreation facilities that could be repurposed as emergency shelters. Based upon an in-depth seismic study and grant eligibility, structural retrofits were recommended as the highest priority for Fire Stations 7, 8 and 13. With the assistance of a Business Oregon, Infrastructure Finance Authority, Seismic Rehabilitation grant, the facility upgrades were completed by 2019.

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

Community Court

MUNI

FAC

In the last year, our Community Court grant ended. We also had our one year anniversary in September 2017. We have continued to grow and evolve our processes to be more efficient and supportive to our customers. A couple of the things we worked on in the last year was making the Community Court case files paper-light and expanded our community restoration partnerships.

One of the courts goals is to move towards paperless case file processing and with that in mind we found Community Court to be an ideal pilot to tryout some paper-light processes. We have successfully reduced the case file paper documents that are transported to the library each week to 6-8 pages, depending on the stage of the case. All other documents are scanned into the case management system for viewing by any of the court staff.

Over the last year, we have developed some fantastic partnerships with other agencies. We are currently working with the following agencies to bring both educational and work projects to our participants for community restoration work:



Successful Graduate!



Community Court Graduation Ceremony

- City of Eugene Facilities
- City of Eugene Fire
- City of Eugene Recreation
- Downtown Eugene, Inc
- HIV Alliance
- Food for Lane County
- Planned Parenthood
- The Dining Room

EOC site acquisition and site development

FAC

RISK

Risk in collaboration with Facilities Management and the Eugene Police Department continue to explore the design and development of a shared Emergency and Special Operations Center. The project has been jointly lead by Risk Services and Facility management with input from the Eugene Police Department. The project reflects the team's commitment to meeting future and current needs related to public safety and post-hazard response and recovery. The finished facility is intended to house emergency operations center related functions, trainings, and drills, as well as, meet Eugene Police Department needs related to Special Operations, briefings, and various storage requirements.

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

Downtown Ambassadors

FAC

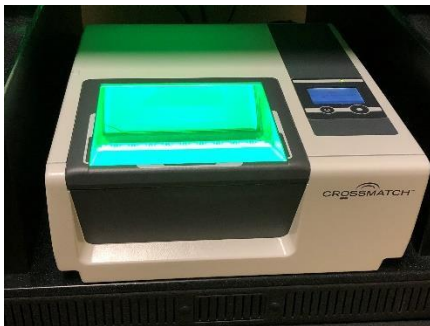
The City welcomes four new Downtown Ambassadors, hired earlier this summer to help make downtown feel safer and more welcoming to the public. The Downtown Ambassadors join Daniel, who has served over the past year as the Park Blocks Host, in focusing on customer service by helping downtown patrons find services, amenities, information and assistance with parking. The Ambassadors also provided an additional layer of security by maintaining a presence throughout downtown, addressing unwanted activities and coordinating closely with Eugene Police, the Downtown Guides and private security firms. The Downtown Ambassadors are on duty in two shifts: 7 a.m. - 3:30 p.m. Monday - Friday and noon to 8:30 p.m. Tuesday - Saturday. The Downtown Ambassador program is funded through the Downtown Operations Team and Parking Services.



Ambassadors welcome the public.

Implementation of Offender Fingerprinting

MUNI



New Fingerprint Machine

Eugene Police Department, in partnership with Municipal Court, recently started a new process to fingerprint individuals accused of a crime at the time of arraignment. Electronic fingerprinting is a technology used throughout the nation that connects the person to a specific incident/arrest. Oregon law mandates fingerprinting for all those convicted of certain crimes. Because individuals can have similar or identical names, fingerprinting assures the right individual is associated with a criminal history. It also assures that if a warrant is issued because a defendant fails to appear the individual arrested on the warrant is the right individual. In some circumstances fingerprinting can help resolve previously unsolved crimes.

In 2017 the City installed a new digital fingerprint scanner at Municipal Court. Having a scanner at Municipal Court allows the process to take place there, rather than at Lane County Adult Corrections or Eugene Police Headquarters. It is more convenient to the officers and defendants to capture the prints when ordered by the court by walking out of the courtroom and directly into the fingerprinting room.

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

This created an additional step in what can be a confusing process for people who might be at the courthouse for their first visit. Adding this extra step to our process seemed to create some chaos and frustration in the checkout process for our customers as well. We brought this problem to our expanded management team meetings and worked with a group of people from across Central Services to come up with ideas to help us to bring our customer service to the next level.

This group felt that signage would be helpful for our customers in following the process through to the end. We created and installed user friendly, easy to read bi-lingual signs throughout our lobby and in all meeting rooms adjacent to the lobby. The signs call out 3 key steps customers need to take before walking out the door: meeting with their attorney, fingerprinting, and checking out at the front counter.



Signs help guide visitors

Downtown Day Storage Pilot Service

FAC

June 11th marked the opening of a new Downtown Day Storage Pilot Service being offered through a partnership between the City of Eugene and St. Vincent de Paul. The service supports homeless individuals and families in the downtown area by offering no-cost daytime storage for their personal bags and belongings. It is open from 9:30 am – 4:30 pm seven days a week, and is located between the Downtown Eugene Public Library and the Kiva Grocery on Olive Street between 10th & 11th Avenues.

In its first month, the service has provided 570 baggage check-ins, serving 208 unduplicated individuals. The average daily use has been 18 individuals, with highest usage on Fridays due to people utilizing the storage while they report to or access Community Court.

Funded by the City of Eugene and operated by St. Vincent de Paul, the service has received various media coverage. Patrons have conveyed that the service is important to them as it reduces the impact of them having to carry all their belongings around with them throughout the day, that the service makes them feel that their belongings are safe and secure, and that it relieves some of the difficulty in their ability to get things done and access other places throughout the day. The service in general helps us to achieve the goals of maintaining accessible and welcoming public spaces downtown. The pilot will run through the end of September.



Day Storage Check in Tent

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

Eugene Police Department Hiring Initiative

HR

In the summer of 2018, the Eugene Police Department's (EPD) Operation Support Division, which manages recruitment and hiring for the department, adopted a new hiring strategy aimed at increasing the frequency of police officer hires while also refining their philosophy for considering officer candidates. Several Human Resources staff partnered with the EPD team to provide guidance and hone in on best practices for continued offerings of fair and equitable hiring processes.

The previous hiring practice offered two police hiring's per year, aimed mostly at obtaining many applicants. The hiring process was long and drawn out, taking between 5-6 months from testing to hiring. Once hired, new hires attended two months of pre-academy training, followed by 16 weeks of academy training, and then four months of field training. This arduous and lengthy process was not getting police officers to Eugene streets fast enough and many candidates were pursuing employment with other agencies that had faster hiring processes. In addition, EPD's processing of lateral police applicants from other agencies was inconsistent.



Mayor Vinis and Chief Skinner

In moving to the new philosophy, the process conducted for hiring and onboarding new candidates is now significantly shorter and runs more frequently throughout the year. In addition, the department now focuses on "Hiring for character, and training for skill." The consensus is that asking character-based interview questions created from the department's core competencies allows the department to hire qualified candidates who demonstrate values that align with its values. The newly developed model allows for a hiring process to run every other month, six times per year, with onboarding time being reduced from six months to three months. Instead of targeting an unmanageable large number of applicants in the previous process, there is now a cutoff of 100 applicants per recruiting process that are administered the initial testing. The hiring of lateral police officers has also improved with quicker turnaround, while not compromising the integrity of the process or alignment with EPD's new philosophy. Lateral police officers can provide an immediate difference to the patrol force, due to the officer already being certified with a minimum three years patrol experience.

Under the old hiring system, from July 2017 to July 2018, the department hired 10 police officers, none of which were lateral officers. From July 2018 to December 2018, under the new system, the Eugene Police Department hired 21 police officers, six of which were laterals. From January 2019 to current, EPD is on track to hire an additional 19 officers in April four of which will be lateral officers. In addition, a new Deputy Chief is on scheduled to start in April 2019.

On December 10, 2018, the City Council unanimously approved a one-time, 18-month funding strategy for \$8.6 million to support prevention efforts and services for youth and people experiencing homelessness, as well as police and emergency response services through June 2020 – aka Community Safety System. The hiring efficiencies align nicely with the recently initiated Community Safety System that focuses on a three-pronged approach: Respond. Resolve. Prevent.

Council Goal:

SAFE COMMUNITY

A community where all people are safe, valued, and welcome.

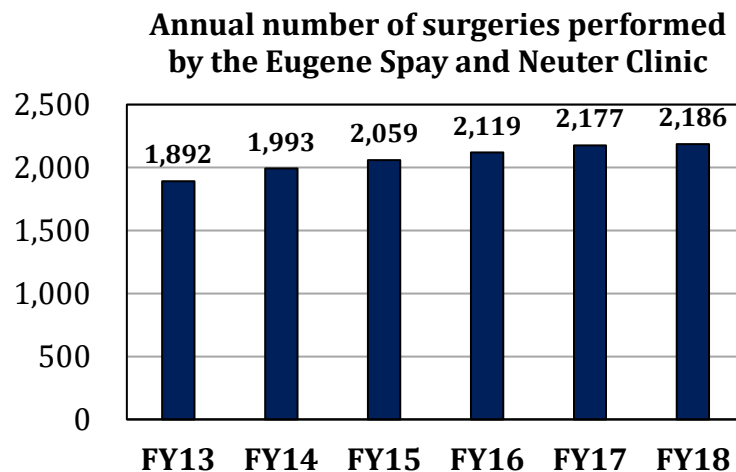
Eugene Spay and Neuter Clinic sets new FY18 Surgery Record

CMO

ADMIN

Fiscal Year 2018 was another year of growth in the number of spay and neuter surgeries performed by the Eugene Spay and Neuter Clinic. With no increases in staffing, the clinic has increased the number of surgeries by 15.5% over the past six years.

The City of Eugene has been operating a low cost spay, neuter and vaccine clinic since 1980 as a strategy to reduce the population of unwanted dogs and cats in the community. Originally spearheaded by late Dr. Marilyn Waters, the clinic has slowly and quietly thrived over the years and may be one of the best kept secrets in Eugene.



At the City of Eugene Spay and Neuter Clinic, not only do staff offer basic spay and neuter surgeries for dogs and cats ages 4 months to under 5 years of age, they also provide low cost options for vaccinations, flea, tick, and heartworm products for dogs and cats. Pet owners can also take advantage of quick in-house testing services that take about 10 minutes including feline Leukemia and feline immunodeficiency virus tests for cats and heartworm tests for dogs.

To help make services more affordable to all our community members, the Spay and Neuter Clinic distributes several hundred spay/neuter discount vouchers to low-income residents each year.

With generally mild winter weather, flea and tick seasons have been getting worse in recent years. Eugene dog and cat owners are encouraged to bring their pets to the Spay and Neuter Clinic for an initial wellness exam to discuss and determine options for parasite protection and/or to update vaccinations. At the Spay and Neuter Clinic, pet owners also have an option of purchasing over-the-counter non-prescription medications for topical flea and tick control at discounted prices.

Eugene Spay and Neuter Clinic currently shares a building with the Greenhill Humane Society's 1st Avenue Animal Shelter at 3970 W 1st Avenue. Walk-in office hours are 1:00 – 5:00 pm Monday through Friday and Saturday from 10:00 am to 5:00 pm for vaccines, prescriptions, and products sales. Surgeries are scheduled by appointment only from Monday through Thursday mornings. For more information, please visit the Spay and Neuter Clinic website at eugene-or.gov/spay.

Council Goal:

SUSTAINABLE DEVELOPMENT

A community that meets its present environmental, economic and social needs without compromising the ability of future generations to meet their own needs.

Risk Report goes DIGITAL!

RISK

To promote transparency and accountability, the Risk Report went digital. This transition to an all-electronic format reflects the Division's commitment to the Triple Bottom Line. The electronic report provides an accessible format for staff and the community to identify hazards to human and financial resources. Staff will use the report to identify hazardous trends then implement mitigation efforts to limit financial losses.



Climate Recovery Ordinance Implementation

CMO

FAC

Climate Recovery Ordinance (CRO), adopted in 2014 and updated in 2016, provides greenhouse gas emission (GHG) and fossil fuel use reduction goals for the City organization and for the entire Eugene community. Staff from Central Services and other City departments have been working on CRO implementation since its adoption. Significant progress was made in FY18 on developing a roadmap to CRO implementation. Accomplishments include hiring for a newly created CRO analyst position, convening Large Lever Shareholder meetings, creation of the CRO Equity Panel, and drafting of both a CAP 2.0 and an Internal Climate Action Plan.

Climate Action Plan 2.0:

The CAP 2.0 development was launched in FY18. This project focuses on engaging partners with the ability to affect systems that will help the community reach its CRO goals and adapt to a changing climate. In 2018, City staff convened partners, known as Large Lever Shareholders or the Eugene Climate Collaborative (ECC), and kicked off CAP 2.0 development work. The project plan, developed with extensive input from the Mayor's CRO Ad Hoc Work Group, places significant emphasis on equity and inclusive engagement.

Equity and Engagement:

In 2018, Central Services staff held several outreach meetings and established the CAP 2.0 Equity Panel. Six local organizations have been participating in this effort to capture and elevate the concerns of marginalized communities as they relate to the CAP 2.0.

Communications:

The City continues to work with communications experts to develop a CRO communications plan. This plan will include messaging that all ECC partners can use, such as information to the public on "What can I do to reduce my emissions?" In addition, the CRO webpage at www.eugene-or.gov/climate was updated over the past year to convey the goals, plans and key accomplishments in a way that is accessible to the public.

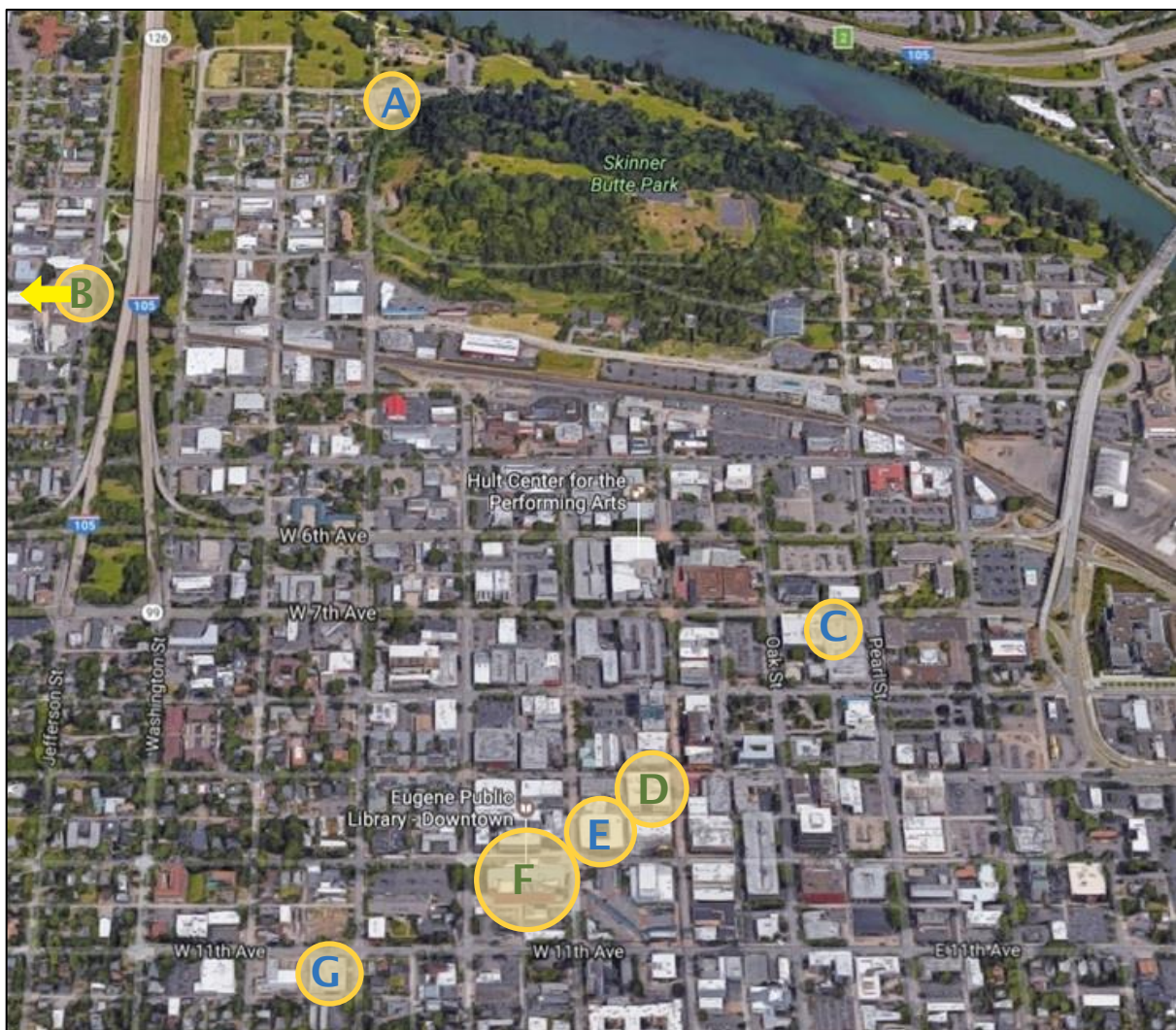
Facilities Climate Action Plan:

Facilities Management Division completed development and started implementation of its internal climate action plan in 2018. The focus of the plan is on reducing GHG emissions and fossil fuel use associated with City buildings via several strategies, including evaluation of the Capital Improvement Program (CIP) projects for GHG reduction opportunities, building retro commissioning, indoor LED lighting, and pursuing a conversion of HVAC systems from natural gas to electricity.

Inventories and Progress Reports:

The City Manager's Office staff finalized community-wide (2017 sector-based) and internal (2017 operations) GHG inventories. An updated 2017 consumption-based inventory and a final update of the 2010 Climate and Energy Action Plan (CEAP) and the CAP 2.0 will be completed in 2019.

Central Services locations		Address	Phone
A	Facility Management	210 Cheshire Ave.	541-682-2690
B	Spay & Neuter Clinic	3970 W. 1 st Ave.	541-682-3643
C	City Manager's Office	125 E. 8 th Ave., 2 nd floor	541-682-5010
D	Human Resources	940 Willamette St., Ste 200	541-682-5061
D	Risk Services	940 Willamette St., Ste 200	541-682-5665
E	Human Rights & Neighborhood Involvement	99 W. 10 th Ave., Ste 116	541-682-5177
E	City Prosecutor's Office	99 W. 10 th Ave., Ste 310	541-682-8401
E	Mailroom/Courier Services	99 W. 10 th Ave.	N/A
F	Administration	100 W. 10 th Ave, Ste 400	541-682-5027
F	Finance	100 W. 10 th Ave., Ste 400	541-682-5022
F	Information Services	100 W. 10 th Ave., Ste 450	541-682-5070
F	Print Services	100 W. 10 th Ave.	N/A
G	Municipal Court	1102 Lincoln St.	541-682-5400





100 W. 10th Ave, Ste 400
Eugene, OR 97401
541-682-5027